GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Comprehensive Financial Management System (CFMS) - Establishment of Service Desk/Help Desk for implementation of CFMS – Administrative Sanction – Orders – Issued.

FINANCE (IT) DEPARTMENT

G.O.MS.No. 21 **Dated: 06-02-2018**

Read the following:

ORDER:

Finance Department is in the process of operationalizing the Comprehensive Financial Management System (CFMS), which is being implemented on the SAP back-bone. Andhra Pradesh Centre for Financial Systems and Services (APCFSS) has already been assigned as the nodal agency for this entire implementation. As part of this, APCFSS is entrusted to undertake co-ordination with SAP, the Systems Integrator for CFMS, and with other 3rd party vendors and various government departments who are the stakeholders. Further, APCFSS is also entrusted with various responsibilities associated with the maintenance of CFMS and were asked to develop, implement and maintain a robust sustenance plan.

2) As a best practice, towards the rollout and sustenance of an application of this nature, it is identified that a well-structured and seamlessly integrated Service Desk/Help Desk is a key to the success of the implementation/. This service desk should handle the rollout and ongoing maintenance and support. Accordingly, APCFSS and Finance Department have agreed to establish a solution for the Service Desk/Help Desk along with relevant tools,within the APCFSS framework to support the CFMS program with following salient features:

i) Easy deployment and integration.
ii) User friendliness with latest capabilities to integrate web, mobile and traditional interactions and converge them into a common platform.
iii) Role-based architecture that should facilitate self-service capabilities.
iv) Ability to track and build a knowledge base.
v) Ability to scale up to operate as a multi-function service desk/help desk.
vi) 24 X 7 availability.
vii) Solution Staffing (L1/L2)
    - Build a network of resources to operate at the State and district levels.
    - Resources shall be drawn from the existing DTA/DWA/PAO teams and supplemented with open market hires.

- District team shall be positioned at the respective District Treasury of District level and Works Accounts offices, while the State team will be positioned at the APCFSS.
- L1/L2 shall act as the primary team to support any end user issues.

viii) Solution Staffing (L2/L3/L4)

- APCFSS team at the State Level shall form part of the L2/L3 support mechanism.
- A team of SAP AMS resources shall comprise the L3/L4 levels.
- L2/L3/L4 teams shall address system level issues from a technical and functional perspective, review business process and propose changes/improvements and participate in ongoing enhancement, additional module implementation and also testing for each control.

ix) Release Management and Change Control:

- Release management shall regulate the process of enhancements and coordinate the changes and release of new enhancements and new features in a structured manner.
- Change Control shall monitor the changes and assess the impacts of the changes and recommends an approach to implement new enhancements and features/functions.
- Release Management and Change Control shall be overseen by a Change Control Board (CCB) that will comprise of functional and technical teams and process owners.

3) After a detailed exploration, Service Now has been identified as a tool that can address all the requirements. Based on the joint consultation with Service Now, M/s. Volteo Technology Solutions Private Limited, a Service Now partner, has been identified to develop a fully working prototype to meet the present requirements as mentioned. APCFSS has undertaken a detailed review of the prototype jointly with the Finance Department and have advised that Service Now will meet the requirements and can be proceeded further for full implementation of the Service Now tool and the outlined framework in preparation for CFMS go-live.

4) As per the above proposal, the proposed implementation cost for the Service Now framework is as follows:

Sl. No.	**Description**	**No of units**	**Per month/ per trainee**	**Per Year**	**Total**	**Total amount in Rs. @ 67/-***
1	**Fulfiller License**	**75**	**$95**	**$1,140**	**$85,500**	**57,28,500**

2	**Approver License**	**20**	**$25**	**$300**	**$6,000**	**4,02,000**
3	**Implementation Cost**	**6 weeks**		**$55,000 (one time cost)**	**$55,000**	**36,85,000**
4	**Post implementation support Cost**	**6 weeks**		**$35,000 (one time cost)**	**$35,000**	**23,45,000**
5	**Train the trainer**	**8 resources**	**$2,400**	**$19,200**	**$19,200**	**12,86,400**
						1,34,46,900

(* Based on the current standard USD to INR conversion rate used)

5) Government after careful examination, hereby accord administrative approval for establishment of Service Desk / Help Desk to support the CFMS. APCFSS is hereby authorised to establish Service Desk /Help Desk to integrate with CFMS program by developing and implementing the solution on Service Now framework. Towards this, APCFSS will be working with Service Now and their partner, M/s Volteo Technology Solutions Private Limited. This arrangement will be governed by the existing MOU between APCFSS and Finance Department.

6) The expenditure related to this shall be debited to MH-2052 – Secretariat General Services,MH-(090)-Secretariat, GH(11)-State Development Schemes, SH(32)-Comprehensive Financial Management System (CFMS), 310-Grants-in-aid, 312-Other Grants-in-aid.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

HEMA MUNIVENKATAPPA
SPECIAL SECRETARY TO FINANCE DEPARTMENT

To
The CEO, APCFSS
The AG, AP , Hyderabad.
The PAO/DTA Ibrahimpatnam.
The Dy. PAO, AP Secretariat, Velagapudi, Amaravati.
SF/SC

//FORWARDED :: BY ORDER//

SECTION OFFICER